



Status of Release B Operations Workshop Concerns

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Overview



The Release B Operations Workshop held in January generated 104 concerns from participants

Concerns were categorized

- **Question - request for information/ verification/ clarification**
- **Issue - requests for enhancements/ interpretation of requirements/ policy decisions**
- **Change - Update to 605 workflow or simple design change agreed to at workshop**



Status Summary

Questions - 38 Total

- 29 answered
- 5 open
- 4 referred to USWG, OPSWG, or ESDIS for policy

Issues - 56 Total

- 26 accepted and incorporated into ops concept or design
- 9 referred to USWG, OPSWG, or ESDIS for policy
- 19 rejected
- 2 open

Changes - 10 Total

- 9 complete
- 1 open

Closure of Open Questions/ Changes



Need to identify file dependencies on EOS products & VO migrated data

- **DSS DDR early June**

Investigate available options to tune the server and determine server saturation causes

- **Open until Web Server procurement complete - August**

When will specs for databases be made available for review?

- **DID 311 May 15**

DAACs would like information regarding the capabilities of the mail server

- **CSS will provide by May 31**

Clarify which data elements are connected with restricted data security (PI, Group, etc.) and how the data elements function

- **Carried over as CDR-B RID. Information will be included a post-CDR CSS WP**

The 605 workflow needs to be expanded to reflect an end-to-end scenario which includes the creation of the environment, binary installation, and test execution

- **Mostly procedural; Details were presented at CDR MSS Design Session**



Closure of Open Issues

The 2 open issues will be addressed by the Client Design Working Group

- **Can a flag be set in ESST to indicate that the search result should be logged as an entry to the User Contact Log? If not, User Services must type or cut/paste results manually.**
- **A scenario is needed showing how to batch orders, group orders, or do in rapid succession.**



Key Design Changes

Billing and Accounting

- Provide customer information re. current balance and pending orders

Trouble Ticket Submission/Resolution

- Associate multiple users/organizations with a single TT
- Store and forward of TTs if Remedy goes down
- Expand pick list in Remedy to provide enhanced TT search capabilities
- Provide interoperability between Remedy and User Contact Log
- Add “work-around/temp-fix” status to TT
- Add “non-repeatable” status for problems that cannot be duplicated



Key Design Changes (cont.)

User Contact Log

- Define mechanism for linking entries across DAACs

Mode Management

- Define method and tools to establish and manage modes

Ingest

- Provide alarms for processes that exceed time threshold
- Provide ability for DAACs to control user ingest activity

Order Processing

- Provide mechanism to link information contained in User Reg. Tool and ESST



Key Rejections

Trouble Ticket

- **Provide ability for guest user to submit a trouble ticket - guest user sends e-mail**

Account Management

- **ability to perform batch updates to user authorization data**

Mode management

- **mechanism to display all resource configurations within a mode (e.g., SW, HW, data sets) - These are already documented in the test plan**

Ingest

- **Provide DAN editing capability in workflow - This can be done via a Unix editor; however current policy is to delete data after failure**
- **Provide ability to identify which, if any, granule was replaced by an incoming granule - No requirement has been identified. (Capability exists for replacing documents if data provider provides sufficient metadata**



Key Rejections (cont.)

Request Segmentation

- **Provide volume per request segment to user; This information will be provided as part of the packing list**
- **Segment order based on “timeliness of being able to ship in an automated fashion”**
- **Provide capability to un-segment a segmented order**
 - **Re-segment capability exists**
- **ASF needs capability to write multiple requests on a single medium**
 - **Now a CDR-B RID**

Subscription Event Error Resolution

- **Provide the ability for batch notification to users**